Fact sheet

Report an issue or give feedback

Council provides approximately 900 services to our Redlands Coast community. This fact sheet can help you identify the best ways to report an issue or give feedback.

Contact channels

Council understands that our customers want to interact with us in ways that are convenient and make it easy to do business with us.

Options for contacting Council with a service request are available via the Contact Us page on Council's website and include:

- online
- phone
- email
- in person
- post.

These channels are constantly being improved, driven by customer feedback. Our Contact Centre aims to answer your call within 20 seconds and resolve your request at the first point of contact. More complex requests are referred to Council business units if required.

You can also contact your local Councillor however, for the quickest response to service requests, we recommend using the channels listed above.

For more information on Council's Service Standards refer to our Customer Charter on Council's website.

Website

For non-urgent requests, we suggest you first check Council's website to view the wide range of information and services available. This enables us to focus on more complex enquiries while still delivering high quality customer service.

Giving feedback

Council is committed to responding to customers quickly and efficiently and aims to meet set customer service standards. We value your feedback about your customer service experience via any of the channels listed. Complaints can be submitted via a dedicated page on Council's website.

Outside core business hours

The core business hours of our Contact Centre phone team are 8:30am – 4:30pm Monday to Friday. Outside these hours and on public holidays, a phone menu system supports customers to access information on some common enquiry types and access our online forms.

Our external contact centre provider is available outside of core business hours, 365 days per year to handle Council-related emergencies.

Non-council issues

Our Contact Centre cannot accept requests on behalf of third parties such as Energex, Telstra or the NBN, however we will assist by providing you the organisation's contact details wherever possible so you can contact them directly.

Scan the QR code to report an issue or give feedback.